

**Board of Veterans Services
Meeting Minutes
July 18, 2012**

A meeting of the Board of Veterans Services (BVS) was held on Wednesday, July 18, 2012 at the Virginia War Memorial, 621 S. Belvidere, Richmond.

Members Present

- Richard Anderson
- Mamye BaCote
- William Haneke
- Thad Jones
- Donald Kaiserman
- Kate Kohler
- Sandra Love
- George Melnyk
- William Nicholas
- Toddy Puller
- Al Sample
- Christopher Stolle
- Al Pianalto, representing the Veterans Services Foundation
- Chip Moran, representing the Joint Leadership Council of Veterans Service Organizations
- Paul Galanti, Commissioner of Veterans Services

Members Absent

- John Anderson
- Don Lecky
- Bryce Reeves

Commonwealth of Virginia Officials Present

- Cynthia Norwood, Office of the Attorney General
- Steven Combs, Department of Veterans Services (DVS)
- Jon Hatfield, DVS
- Jack Hilgers, DVS
- Bill Janis, DVS
- Judy Reid, DVS
- Danielle Weaver, DVS
- Cathy Wilson, DVS

Others Present

- Jaime Guarino, TMG, Inc.

- Ashley Nixon, Senator Bryce Reeves' office
- Michelle Chesser, Joint Commission on Health Care

Materials Distributed in the Agenda Packet

- Agenda
- Presentations
 - Virginia Values Veterans (V3) briefing paper
- Reports
 - Joint Leadership Council Report
 - Veterans Services Foundation Report
 - FY12 Receipts and Expenditures
 - FY12 VWWP Fundraising
 - Position Paper: Veterans Cemeteries
 - Position Paper: DVS Service Officer Partnership
 - Position Paper: DVS Staff Attorney
 - Position Paper: DVS Tele-Vet System

Call to Order

Chairman Thad Jones called the meeting to order at 10:00 a.m. He praised the hard work of the BVS to make the Chairs of the Joint Leadership Council of Veterans Service Organizations (JLC) and Veterans Services Foundation (VSF) full voting members of Board, and welcomed the JLC and VSF representatives.

The roll was called and with 13 of 18 members present a quorum was determined. Delegate Mamye BaCote arrived later, bringing the number of members present to 15 including Mr. Chip Moran as the JLC representative and Mr. Al Pianalto as the VSF representative.

Chairman Jones recognized Mr. Moran and Mr. Pianalto and asked each to give a brief background on themselves, which they did.

Approval of Agenda

Chairman Jones asked for a motion to approve the agenda as submitted (*Attachment 1*).

Mr. Bill Haneke made a **motion** to approve the agenda as submitted, **seconded** by Commissioner Paul Galanti. The motion carried unanimously.

Chairman Jones asked Mr. Steven Combs to introduce the DVS staff and guests present. Their names and organizations are recorded above.

Approval of May 16, 2012 minutes

Chairman Jones stated that the May 16, 2012 minutes had been distributed electronically and asked if there were any corrections. He pointed out that the location of the ceremony on page 3, paragraph 3, should be changed from "Quantico" to "Williamsburg. Hearing no additional corrections and no objections, Chairman Jones stated that the minutes would be considered approved by **unanimous consent** with the change noted above.

Presentations

Virginia Values Veterans (V3) employment initiative

Chairman Jones introduced Deputy Commissioner Bill Janis. Deputy Commissioner Janis stated his great pleasure and honor working with Commissioner Galanti.

Deputy Commissioner Janis gave a presentation on the Governor's strategic Veterans Employment initiative that is called the V3 (Virginia Values Veterans) program (*Attachment 2*). Deputy Commissioner Janis stated that when he meet with the Governor in January unemployment hovered around 6% and veteran unemployment around 12% - double the base line.

Deputy Commissioner Janis explained that while Virginia companies want to hire veterans, some just don't know how to do it. Most of the resources available to help veterans are focused on teaching the veteran the skills of a job seeker. No resources are being focused on employers on how to change their hiring process to hire veterans. DVS is working with TMG, represented at the Board meeting by Mr. Jamie Guarino. TMG is a veteran owned company with a lot of veteran employees including Mr. Guarino. TMG will help companies reorient their recruiting and hiring practices so they will be better able to recruit veterans for employment.

Deputy Commissioner Janis stated that DVS and TMG have identified 10 businesses for the initial process. Once a company has gone through the process and agrees to commit to hiring and retaining veterans, it will send a letter to Commissioner Galanti to be certified. He noted that the next V3 conference will be on August 14 at Lockheed Martin Corporation in Manassas, and that a total of five conferences are planned in Virginia this year.

Deputy Commissioner Janis stated that the charter DVS has for this endeavor was initiated by the Governor. If this initiative becomes successful, a change to the Code of Virginia or an Executive Order will need to be issued to institutionalize the initiative. He said that because DVS is not in the employment business, this initiative will need to transition to another state agency in the long term.

Reports

Joint Leadership Council of Veterans Service Organizations

Mr. Moran, representing the JLC as its new Vice-Chair, thanked the Board on behalf of the JLC. He then reviewed the JLC report (*Attachment 3*). He covered the six Executive Order 29 (EO29) recommendations that were adopted by the JLC at the July 11 meeting. During this meeting the JLC had their elections for Chair and Vice-Chair. Mr. Moran announced that Mr. Don Kaiserman was elected Chair and that he was elected Vice-Chair.

Mr. Moran made a **motion** that the board endorse and support the JLC recommendations, **seconded** by Don Kaiserman. Chair Jones asked for a vote to support the JLC recommendations. The Board voted to endorse and support the JLC recommendations by **unanimous consent**.

Mr. Combs requested that Mr. George Corbett of the JLC be allowed to continue his involvement with the BVS Cemetery Committee.

Veteran Services Foundation

Mr. Pianalto stated that the VSF has lost five members and that two new members have been appointed. VSF is waiting to hear who the other three new members will be. He then reviewed the VSF report (*Attachment 4*). The VSF raised over \$300,000 in FY12, of which \$189,000 is for VWWP, \$101,500 for Care Centers, and \$8,000 for cemeteries.

Mr. Jack Hilgers reviewed the FY12 Receipts and Expenditures report and funds raised for the Virginia Wounded Warrior Program, Cemeteries, and other activities including the National Veterans Wheelchair Games during FY12. He announced that in the first 16 days of FY13, about \$14,000 has been raised for the VWWP. The next VSF meeting is scheduled for August 1. He concluded by reiterating from the report that the Foundation extends its sincere congratulations to the outstanding outreach of all DVS activities to realize this significant fundraising. It could not have been accomplished without the dedication of all DVS personnel involved.

Department of Veterans Services

Commissioner Galanti welcomed Mr. Jon Hatfield and stated that as of July 1 the Virginia War Memorial (VWM) now falls under DVS. Commissioner Galanti thanked Mr. Hatfield for the marvelous work with the VWM.

Mr. Hatfield thanked Commissioner Galanti and stated that he is very glad that VWM is now part of DVS. Mr. Hatfield then stated that with this realignment of VWM under DVS, three members were added to the VWM board: BVS Chairman Thad Jones, JLC Chairman Don Kaiserman, and VWM Education Foundation Chairman John Cogbill. Mr. Hatfield then covered the following topics:

- Attendance at the VWM has grown in the last 10 years from 9,200 a year to over 50,000;
- Over 2,500 visitors attended the Memorial Day ceremony;
- The VWM is halfway through the summer Teachers Institutes Education Program;
- The Appropriations Act approved by the Governor and General Assembly includes funding for the VWM Phase II expansion, which will include the DVS HQ, the Global War on Terror Memorial, and additional display and education space.

Commissioner Galanti congratulated Chair Jones as the Chairman of the BVS and his accomplishments during his time as chairman. He then announced that Ms. Danielle Weaver is now a full-time employee of DVS and is the only administrative help for the DVS HQ. Commissioner Galanti noted the great energy that Deputy Commissioner Janis brings to DVS.

Commissioner Galanti then asked Mr. Combs to deliver two presentations as part of the DVS report. The first presentation (*Attachment 5*) covered the following:

- DVS Services
- Fiscal Year 2012: A Quick Assessment
- Fiscal Year 2013: The Year Ahead Claims Representation

- Fiscal Year 2013: The Year Ahead Education
- Fiscal Year 2013: The Year Ahead Virginia Wounded Warrior Program
- Fiscal Year 2013: The Year Ahead Care Centers
- Fiscal Year 2013: The Year Ahead Cemeteries
- Fiscal Year 2013: The Year Ahead Virginia War Memorial
- Fiscal Year 2013: The Year Ahead New Initiatives

Mr. Combs then delivered a presentation on the Cemetery Donation Program, and said that it includes speaking notes. The production is available for those who would like to make presentations to groups to get support for the donation program. He said that it would be sent electronically to the members, and noted that a handout was included in the agenda packet (*Attachment 6*).

Chair Jones thanked Mr. Combs for his marvelous presentation on the DVS and the Cemetery Donation Program.

Chair Jones called for a lunch break at 11:25 am. Chair Jones called the meeting back to order at 12:05 pm.

New Business

Review and adopt BVS 2012-2013 Executive Order 29 recommendations

In his letter of March 19, 2012, Commissioner Paul Galanti had asked the Board to study nine items. The Board discussed those nine items (labeled Items 1 through 9, below), as well as two new items brought before the Board (labeled Items 10 and 11, below). The discussion, recommendation, and Board's decision for each item is recorded below. Position papers were submitted for some items (*Attachment 7*).

1. Benefit Services section staffing
 - a. Discussion: DVS has contracted for a salary survey of DVS claims agents and support staff. Because the results of that survey are not yet available, the Benefits Committee cannot yet make a recommendation on this item.
 - b. Benefits Committee recommendation: that this item be deferred to 2013 in order to give DVS and the committee additional time to work on this.
 - c. Board decision: accept committee recommendation.
2. Virginia Military Survivors and Dependents Education Program
 - a. Discussion: DVS is studying the resources required to improve the application and management processes for the Virginia Military Survivors and Dependents Education Program. Because the results of the study are not yet available, the Benefits Committee cannot yet make a recommendation on this item.
 - b. Benefits Committee recommendation: that this item be deferred to 2013 in order to give DVS and the committee additional time to work on this.
 - c. Board decision: accept committee recommendation.

3. Veterans cemeteries (position paper included in *Attachment 7*)
 - a. Discussion: the Cemeteries committee deferred work on Item 3a (review of cemetery policies). The Committee met on April 4, 2012 regarding Item 3b (maintenance reserve and equipment replacement) and has developed a position paper.
 - b. Cemetery Committee recommendation: That the BVS recommend to the Department of Veterans Services and the Governor that:
 - i. The additional federal funds be used for the NGF portion of the maintenance reserve and equipment replacement requirements.
 - ii. The charges for burial vaults for veterans and spouses and the burial fee for spouses be kept in place, subject to a bi-annual review by the BVS Cemeteries Committee.
 - iii. All efforts be made to gain support for this initiative so that General Fund support for the state veterans cemeteries is not reduced.
 - c. Board decision: adopt Item 3b as EO29 recommendation.
4. Site evaluation study – Hampton Roads Veterans Care Center
 - a. Discussion:
 - i. Three entities – the City of Hampton, the City of Poquoson, and the Fort Monroe Authority – have identified potential sites for the HRVCC within their boundaries to date.
 - ii. DVS will partner with an Architecture & Engineering firm to evaluate these sites and any other sites that may be identified. The BVS will be part of the process.
 - b. Care Centers Committee recommendations:
 - i. That the Board take no action on this Item at this meeting.
 - ii. That the Care Center Committee update the full BVS at the November 14 and subsequent meetings.
 - c. Board decision: accept committee recommendations.
5. Legal support (position paper included in *Attachment 7*)
 - a. Discussion: DVS is a complex agency. The Department must have quick, accurate, and decisive legal answers whenever matters of legal action arise.
 - b. Chairman Jones' recommendation: A Senior Assistant Attorney General should be assigned to the Department of Veterans Services on a full-time basis.
 - c. Board decision: adopt as EO29 recommendation.
6. Virginia Wounded Warrior Program
 - a. Discussion: based on input from Virginia Wounded Warrior Program (VWWP) Executive Director Cathy Wilson, the Care Centers Committee believes that VWWP has a full complement of personnel and that financial resources are adequate for FY14.
 - b. Care Centers Committee recommendation: that this item be deferred until next year.
 - c. Board decision: accept committee recommendation.

7. Education Services

- a. Discussion: based on input from Annie Walker, Director of DVS Education Services, the Benefits Committee believes that the Education Section has adequate staff and financial resources to meet FY14 requirements.
- b. Benefits Committee recommendations: that the Board take no action at this time, but that the committee monitor the section's staffing and resource level and bring this item back to the Board in 2013 if necessary.
- c. Board decision: accept committee recommendations.

8. Communications and outreach (position paper included in *Attachment 7*)

- a. Discussion: DVS should improve services to Virginia veterans by implementing a Tele-Vet System and making increased use of social media.
- b. Chairman Jones' recommendations:
 - i. Appropriating \$150,000 in FY14 (GF – one time) to develop and deploy a “Tele-Vet” system to reach Virginia veterans who do not own or have ready access to a computer. Appropriate \$25,000 (GF) per fiscal year in FY15 and beyond for system operation;
 - ii. Appropriate \$20,000 (GF) annually for a wage employee to better engage Virginia veterans through social media, such as Facebook, LinkedIn, YouTube and podcasts.
- c. Board decision: adopt as EO29 recommendation.

9. New initiatives related to education, employment, and homelessness

- a. Discussion: the V3 initiative, as presented by Deputy Commissioner Janis, is an innovative approach to veterans employment that should be continued beyond Governor McDonnell's term of office.
- b. Chairman Jones' recommendation: that the Virginia Values Veterans (V3) Program be institutionalized through a change to the Code of Virginia or an Executive Order.
- c. Board decision: adopt as EO29 recommendation.

10. Claims Agent Training

- a. Discussion: based on input from DVS Benefits Director John Anderson, the committee believes that additional resources are required to support the training of new DVS claims agents and to provide refresher training to experienced claims agents. National training courses available through the American Legion and the VFW would greatly benefit DVS.
- b. Benefits Committee recommendation: that the DVS budget be increased by \$30,000 (GF) per year to allow 10 DVS claims agents to attend the American Legion training and 10 agents to attend the VFW training.
- c. Board decision: adopt as EO29 recommendation.

11. Service Officer Partnership (position paper included in *Attachment 7*)

- a. Discussion: DVS can improve services to Virginia veterans providing contact information for volunteer veterans service officers to Virginia legislators.

- b. Chairman Jones' recommendation: that DVS partner with veterans service organizations (VSOs) to create a resource directory of non-DVS claims agents and share this information with members of the General Assembly.
- c. Board decision: adopt as EO29 recommendation.

Mr. Combs recapped the Board's decisions on the 11 items, noting that six had been adopted as EO29 recommendations and that five were deferred to next year.

The Board then prioritized the six EO29 recommendations, as follows:

1. Institutionalize Virginia Value Vets (V3) initiative;
2. Appropriate funding for DVS Tele-Vet system & improved use of social media;
3. \$30,000 for Claims Agent Training;
4. Cemeteries: funding for maintenance reserve and equipment replacement;
5. Department of Veterans Services Staff Attorney;
6. Service Officer Partnership.

Elect BVS Chair and Vice Chair

Chairman Jones asked Ms. Sandra Love, Chair, to deliver the report of the Nominating Committee. On behalf of the committee, Ms. Love recommended Mr. Thad Jones for BVS Chairman and Delegate Christopher Stolle for BVS Vice-Chairman.

Chair Jones asked if there were any more nominations from the floor for Chairman or Vice Chairman. Hearing none, he closed the nominations.

Chairman Jones asked the Board to approve Mr. Thad Jones for Chairman and Delegate Christopher Stolle as Vice Chairman. The Board members approved by **unanimous consent**.

Public comment

No members of the public were present.

Chair Jones thanked the Board members for their donations to purchase flags for the cemeteries.

Prepare for Next Meeting

Chairman Jones said the next meeting would be on Wednesday, November 14.

Adjourn

There being no further business, the meeting adjourned at 1:30 p.m.

ATTACHMENT 1
Board of Veterans Services

**Virginia War Memorial
621 S. Belvidere
Richmond
July 18, 2012
10:00 a.m. – 1:30 p.m.**

AGENDA

- I. Opening, Pledge of Allegiance, Roll Call and Introduction of Members, Quorum Determination, Approval of Agenda, and Introduction of DVS Staff and Guests – *Thad Jones, BVS Chairman* (10:00 – 10:05)
- II. Approval of May 16, 2012 Meeting Minutes – *Thad Jones, BVS Chairman* (10:05 – 10:10)
- III. Presentation: Virginia Values Veterans (V3) employment initiative – *Bill Janis, Deputy Commissioner and Joe Barto, President, TMG, Inc.* (10:10 – 10:30)
- IV. Reports (10:30 – 11:20)
 - a. Joint Leadership Council – *JLC Chair* (15 minutes)
 - b. Veterans Services Foundation – *David Holt, VSF Chairman* (15 minutes)
 - c. Department of Veterans Services – *Paul Galanti, Commissioner* (20 minutes)
- Lunch (11:20 – 11:50)
- V. New Business (11:50 – 1:15)
 - a. Review and adopt BVS 2012-2013 Executive Order 29 recommendations – *Thad Jones, BVS Chairman* (75 minutes)
 - b. Elect BVS Chair and Vice Chair - *Thad Jones, BVS Chairman* (10 minutes)
- VI. Public comment (1:15 – 1:25)
- VII. Prepare for Next Meeting – *Thad Jones, Chairman* (1:25 – 1:30)
- VIII. Adjourn (1:30)

ATTACHMENT 2

Virginia Values Veterans (V3)

A Veteran Talent Acquisition and Retention Training and Certification Program

Prepared for the Board of Veterans Services (BVS)

July 18, 2012 Meeting

1. Facts: Virginia Unemployment Rate: 5.6%. Virginia Veteran Unemployment Rate: 10.6%. 823,000 Veterans in Virginia (does not include transitioning National Guard and Reservists). The unemployment rate for veterans aged 20 to 24 has averaged 30% in 2012. FY12 DOD paid ~\$1 Billion in Unemployment Benefits. FY15 Budget: \$3 Billion
2. V3 is all about re-capitalizing the Virginia Workforce and energizing Virginia's economy. It is an Economic Development initiative.
3. DVS is kick starting the V3 Training and Certification Process by teaching companies how to hire Vets and then tracking the business impact of re-capitalizing the workforce with Vets to give others the courage to hire and retain Vets. (Teaching companies how to fish not fishing for companies.)
4. V3's primary focus is on Virginia's companies under 1,000 which represent collectively the overwhelming majority of the total hiring demand and connecting them with the primary hiring and retention requirement—Initial Entry Teammates.
5. V3's 1st year goal is by the 1st Annual V3 Summit on June 12, 2013 to have proven the concept by training and certifying at least 50 companies.

V3 Qualifying Questions

- 1. What was your average total headcount last year including Temps?***
- 2. How many people did you hire last year?***
- 3. How many were Vets?***
- 4. How many Vets were still in your company after 1 year?***
- 5. What is your Veteran Hiring and Retention goal for this year or next year?***

How can the BVS Help?

1. Get the word out to people in a position of influence in business to encourage participation in the V3 Training and Certification Program. (Vets helping Vets)
2. Encourage organizations to support V3 by hosting or sponsoring training or information sharing events.

ATTACHMENT 3
JOINT LEADERSHIP COUNCIL OF VETERANS SERVICES ORGANIZATIONS
REPORT TO BOARD OF VETERANS SERVICES
July 18, 2012

The Joint Leadership Council of Veterans Service Organizations (the JLC) met on May 23 and July 11.

At the July 11 meeting, the JLC adopted six initiatives for 2012-2013. The initiatives will sent to Governor McDonnell as recommendations for consideration as part of the Governor's budget/legislative package for the 2013 General Assembly, as directed in Executive Order 29 (EO29). The six prioritized initiatives are:

1. Provide for the electronic return of absentee ballots by overseas voters.
2. Set aside land for the future Northern Virginia Veterans Care Center on the site of the state-owned Northern Virginia Training Center. The training center is scheduled to close in 2015.
3. Provide a Sales and Use Tax Exemption for Veterans Service Organizations.
4. Business incentives (tax credit) for employing veterans to fill new jobs.
5. Clarify Code of Virginia section regarding In-State Tuition Eligibility for veterans to remove the element of intent to establish domicile in Virginia.
6. Ensure that the surviving spouses and dependents attending a Virginia public college or university as part of the Virginia Military Survivors and Dependents Education Program have the financial resources necessary to pursue their education (stipend for room, board, books, and supplies).

At the July 11 meeting, the JLC also adopted a new logo (see upper left corner of this report) and elected new officers. Donald Kaiserman will serve as JLC Chairman for 2012-2013, while Chip Moran will serve as JLC Vice Chairman.

Respectfully submitted,

Donald Kaiserman
Chairman

ATTACHMENT 4

VETERANS SERVICES FOUNDATION REPORT TO Board of Veterans Services July 18, 2012

The Veterans Services Foundation (VSF) Board of Trustees has not met since May 2, 2012. The events at that meeting were contained in the Foundation report to the Board of Veterans Services (BVS) of May 16, 2012.

As noted in the last Foundation report, the Board has lost five members. Two appointments have been made. One is Mr. Frank Driscoll, who is a retired Navy Captain and is a departing member of the Joint Leadership Council of Veterans Service Organizations (the JLC). He was appointed by the Senate. The other is Al Pianalto, who is a retired Air Force Colonel and is one of Delegate Cox' Legislative Assistants. The three Governor's appointees have not been announced as yet.

The Finance Committee held a meeting on June 21, 2012 and the minutes are posted on the Commonwealth Calendar. The meeting focused on some unresolved issues that needed to be addressed before the committee lost half of its members due to their departing the Board on June 30 as announced in the last Foundation report. The main issue was the need to adjust FY13 Department of Veterans Services (DVS) budget requests from DVS programs to reflect Appropriations Act limitations. Also discussed was the status of DVS expenditures of Foundation funds which are summarized in the first attachment. These are the figures are not final because the state financial accounting data has not been reconciled as yet.

On the income side as of 30 June, the Foundation has received over \$300,000, of which almost \$189,500 is for VWWP, almost \$101,500 is for care centers, just over \$8,000 for cemeteries, and the remainder for other activities during FY12. The significant contributors to VWWP are listed on the second attachment. The Foundation extends it sincere congratulations to the outstanding outreach of all DVS activities to realize this significant fundraising. It could not have been accomplished without the dedication of all DVS personnel involved.

The next Board meeting is scheduled for August 1, 2012. Items for the next meeting may include: (1) approval of the 4th Quarter FY12 Fund Statement; (2) approval of the FY13 VSF-DVS Budget; (3) review VSF FY12 and FY13 fundraising programs; (4) refinement of VSF proposed logo; (5) review of FY13 Goals and Objectives; and (6) a possible presentation by VWWP.

Respectfully submitted,

David Holt
VSF Chairman

VSF FUNDRAISING RESULTS FOR FY12*

**Unaudited
June 30, 2012**

Income

VWWP

Dominion Resources	26,000.00
Anonymous Foundation	18,000.00
Soc Gov Mtng Prof	12,982.00
Marshall Ch. MOAA	12,500.00
Ladies Auxiliary Va VFW	10,253.83
Lakeview Golf Club	10,221.08
Southwestern Youth Assn	8,386.00
Bosh Global Services	7,400.00
American Legion Post 146	6,132.00
Achievable Dream	5,000.00
Mar Corps League Ch.	4,197.65
VA-ACME	4,000.00
Restoring Lives CDC	3,795.00
Cavalier Golf & Yacht Cl.	3,322.31
Marriott (SGMP)	3,000.00
Richmond Ch. MOAA	2,000.00
Premium Distributors of Va	2,000.00
WSIG Radio	1,901.00
Pepco Energy Services Mbrs	1,777.31
Legion of Valor	1,625.00
Texas Roadhouse	1,600.00
American Legion Post 89	1,500.00
American Legion Post 62	1,380.00
Other VSO's**	5,035.00
Sgt Petty Poker Run	1,189.50
Mead West Vaco	1,163.95
Langley Yacht Club	1,000.00
Richard & Erica Viar	1,000.00
Cosby High School Mbrs	1,000.00
American Legion Post 4667	1,000.00
Individual Donors	<u>29,992.22</u>

VWWP Revenue Balance **189,462.75*****

Cemeteries	650.00
Amelia Cemetery	1,715.00
Horton Cemetery	4,680.00
Dublin Cemetery	1,126.00
Homeless Veterans Fund	500.00
Foundation Endowment	4,029.70
Vets Wheelchair Games	13,600.00

Non-VWWP Total **26,300.70**

Total FY12 Income to Date **215,763.45**

*Does not include Care Centers, Grants, or Interest

**American Legion Posts, MOAA Chapters, DAV Aux Unit, VFW Post Aux, MOPH

*** Does not include \$271.50 in-kind donation by Earthen Fire Studios or an undetermined in-kind donation by BB&T Bank of 40 pieces of office furniture

Veterans Services Foundation
Schedule of Receipts and Expenditures by Activity
For the Fiscal Year Ended June 30, 2012
(Unaudited)

Activity	Beginning Balance July 1, 2011	Receipts	Expenditures	Ending Balance June 30, 2012
Virginia Veterans Care Center:				
Indigent Resident Needs	\$10,784	\$3,320	\$924	\$13,181
Activities Fund	\$15,721	\$3,825	\$3,465	\$16,081
Operation Holiday Spirit	\$52,874	\$22,912	\$17,637	\$58,149
Carnival Fund	\$9,384	\$1,500	\$3,056	\$7,828
Rehabilitation Equipment	\$39,570			\$39,570
Other Equipment	\$23,520	\$2,500	\$7,018	\$19,002
Unit Projects and Functions	\$9,611	\$1,200		\$10,811
Other Donations Restricted for use at VVCC	\$8,519	\$49,450	\$43	\$57,926
Total VVCC	\$169,983	\$84,707	\$32,143	\$222,547
Sitter & Barfoot Veterans Care Center:				
Indigent Resident Needs	\$1,141		\$153	\$988
Activities Fund	\$4,950	\$4,436	\$5,396	\$3,990
Operation Holiday Spirit	\$11,201	\$530	\$2,159	\$9,572
Other Equipment	\$8,295	\$5,360	\$10,032	\$3,624
Other Donations Restricted for use at SBVCC	\$1,807	\$6,400		\$8,207
Total SBVCC	\$27,394	\$16,726	\$17,739	\$26,381
Cemetery Funds:				
Virginia Veterans Cemeteries	\$0	\$550		\$550

Virginia Veterans Cemetery--Amelia	\$4,602	\$1,715		\$6,317
Albert G. Horton Jr. Memorial Cemetery--Suffolk	\$5,509	\$4,630	\$3,609	\$6,530
SW Virginia Veterans Cemetery-- Dublin	\$5,576	\$1,126		\$6,702
Total Cemetery Support Funds	\$15,687	\$8,021	\$3,609	\$20,099

VWWP Funds:				
Outreach Services	\$47,000		\$32,874	\$14,126
Direct Veterans Services	\$45,000		\$16,988	\$28,012
Enabling Veterans Services	\$5,000		\$602	\$4,398
Grant Matching	\$43,000		\$28,340	\$14,660
Support Services	\$5,000			\$5,000
Other Donations Restricted for use by VWWP	\$28,886	\$189,613	\$500	\$217,999
Total VWWP Funds	\$173,886	\$189,613	\$79,304	\$284,195
Homeless Veterans Fund	\$26	\$500		\$526
Foundation Support Fund	\$40,000	\$0	\$15,660	\$24,340
Endowment Fund	\$238,964	\$17,680	\$0	\$256,644
Grand Total All Funds	\$665,941	\$317,247	\$148,455	\$834,733

ATTACHMENT 5



THE VIRGINIA DEPARTMENT OF VETERANS SERVICES *Serving Those Who Served*

VIRGINIA DEPARTMENT OF VETERANS SERVICES
Paul Galanti, Commissioner



BOARD OF VETERANS SERVICES
July 18, 2012

Claims Representation ♦ Education ♦ Virginia Wounded Warrior Program
Care Centers ♦ Cemeteries ♦ Virginia War Memorial



THE VIRGINIA DEPARTMENT OF VETERANS SERVICES *Serving Those Who Served*



DVS SERVICES

- Claims Representation
- G.I. Bill and Education Assistance
- Virginia Wounded Warrior Program
- Care Centers
- Cemeteries
- Virginia War Memorial



FISCAL YEAR 2012: A QUICK ASSESSMENT

- Major gaps closed in financial resources/staffing
 - Four vacant claims agent positions filled
 - Vacant cemetery positions filled
 - Virginia Wounded Warrior Program – full complement of five regional directors
- Broad, bi-partisan support of veterans issues by Governor and General Assembly
- Support of BVS has been and will continue to be critical to DVS success
- Not all initiatives require a legislative or budget solution (ex. Virginia Veterans ID Card)



FISCAL YEAR 2013: THE YEAR AHEAD CLAIMS REPRESENTATION

- Hire four new claims agents (new total: 36)
- Launch Medicaid pilot program with DMAS and DSS



FISCAL YEAR 2013: THE YEAR AHEAD EDUCATION

- Hire one new staff member due to increased workload of new audit mission



FISCAL YEAR 2013: THE YEAR AHEAD VIRGINIA WOUNDED WARRIOR PROGRAM

- Launch Virginia Homeless Veterans Initiative – hire two Homeless Veterans Coordinators
- AmeriCorps (Virginia Veterans Corps) director becomes full-time position. Program expands by two Navigators (new total: 22)



FISCAL YEAR 2013: THE YEAR AHEAD CARE CENTERS

- Complete design work and break ground on 40-bed addition to Sitter & Barfoot Veterans Care Center
- Identify, evaluate, and select site for Hampton Roads Veterans Care Center



FISCAL YEAR 2013: THE YEAR AHEAD CEMETERIES

- Install pre-placed, double-depth outer burial containers at Amelia and Suffolk cemeteries
- Install new and replacement road signs for Suffolk cemetery
- Road repair/paving project at Amelia cemetery
- Monument/Woods Walkway project – all three cemeteries
- Unclaimed veterans cremains



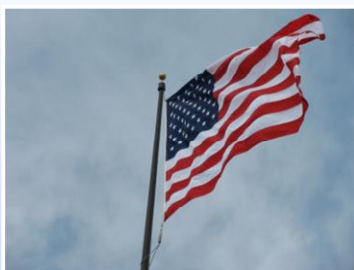
FISCAL YEAR 2013: THE YEAR AHEAD VIRGINIA WAR MEMORIAL

- Begin design of Virginia War Memorial expansion (GWOT Memorial, DVS offices, parking deck, additional exhibit and classroom space)



FISCAL YEAR 2013: THE YEAR AHEAD NEW INITIATIVES

- Virginia Values Veterans (V3)
- Student Veterans of America: establish statewide coordinating body. JLC membership?
- Fort Monroe Freedom Support Center



THE WILLINGNESS WITH WHICH OUR YOUNG PEOPLE
ARE LIKELY TO SERVE IN ANY WAR, NO MATTER HOW JUSTIFIED,
SHALL BE DIRECTLY PROPORTIONAL TO HOW THEY PERCEIVE
VETERANS OF EARLIER WARS WERE TREATED AND
APPRECIATED BY THEIR COUNTRY.

George Washington

ATTACHMENT 6



VIRGINIA VETERANS CEMETERIES MONUMENTS

Suffolk * Amelia * Dublin

Virginia's three state-operated veterans cemeteries are both final resting places for veterans and shrines memorializing the valor, courage, and sacrifice of these heroes. They are bright places of gratitude for the service of the warriors who have passed on and hope for the future generations who will take their place.

Each headstone tells a brief story about the individual who lies beneath it, but left untold is the collective story of men and women who wore our country's uniform. They may have engaged in a particular war, served in the same unit, earned a Purple Heart or other medal, or were held as prisoners of war.



Each of Virginia's three veterans cemeteries features a memorial walkway that family, friends, and citizens may walk for reflection and inspiration. Monuments along these walkways honor the heroic service and sacrifice of the men and women in the U.S. Armed Forces, keeping their memory alive.



We need your help to tell the collective story of America's veterans

Veterans service organizations and others are invited to contribute funding for a monument of their choice.

For more information about Virginia's veterans cemeteries donation program, contact Dan Kemano, Director of Cemeteries, 757-255-7217.

ATTACHMENT 7
2013 POSITION PAPER
BVS CEMETERIES COMMITTEE

OBJECTIVE: To assess the impact on the Virginia state veterans cemeteries' budget of the \$400 increase in federal funding for veterans burials.

BACKGROUND

1. Prior to October 2011 state veterans cemeteries received \$300 per veteran burial from federal funding to cover the expense of the burial. In October 2011 the amount increased to \$700 per veteran burial.
2. State veterans cemeteries do not receive any federal funding for spousal burials. Many states charge a fee to offset the costs of spousal burials. Virginia currently charges \$300.
3. At Virginia state veterans cemeteries, veterans and spouses are charged \$400 each to cover the cost of burial vaults in burial gardens without prepositioned burial vaults. Burial vaults may also be purchased from a private vendor (average cost \$800 - \$1,300). When prepositioned burial vaults are installed at the Amelia and Suffolk cemeteries the \$400 charge will be eliminated for most veterans.
4. Maintenance reserve and equipment replacement funds for Virginia veterans cemeteries come from two sources: the General Fund (GF) and a Non-General Fund (NGF) appropriation. For the cemeteries, NGF sources of maintenance reserve funds are the fee for spousal burials and the federal funding.

DISCUSSION

1. While some General Fund (GF) support is provided for maintenance reserve and equipment replacement at Virginia veterans cemeteries, the amount is insufficient to meet all requirements.
2. The increase in federal funding is projected to be \$280,000 per year. While this may not fully fund all maintenance reserve and equipment replacement requirements, it is a significant contribution that will reduce future GF support needed from the Governor and General Assembly.
3. The committee investigated the effect of foregoing the \$400 per vault charge to veterans and spouses being buried in burial gardens without prepositioned vaults and also the \$300 burial fee charged spouses.

RECOMMENDATIONS

That the BVS recommend to the Department of Veterans Services and the Governor that:

1. The additional federal funds be used for the NGF portion of the maintenance reserve and equipment replacement requirements.
2. The charges for burial vaults for veterans and spouses and the burial fee for spouses be kept in place, subject to a bi-annual review by the BVS Cemeteries Committee.
3. All efforts be made to gain support for this initiative so that General Fund support for the state veterans cemeteries is not reduced.

POSITION PAPER

DEPARTMENT OF VETERANS SERVICES STAFF ATTORNEY

ISSUE: Should DVS have their own staff legal adviser?

BACKGROUND:

DVS is provided legal support by a Senior Assistant Attorney General who has several other clients in addition to DVS. This attorney is not an employee of the Department of Veterans Services. The attorney is responsible for attending various boards meetings to ensure that nothing is said or done which might compromise the integrity of the Commonwealth of Virginia Government. We are grateful to the Attorney General for assigning a temporary senior attorney to the BVS, JLC, and VSF during their scheduled meetings. This senior attorney is a very valuable resource at these meetings.

DISCUSSION:

Almost a decade ago during the re-creation of the Department of Veterans Service, the planners could not have envisioned that DVS would have grown to a multiple million dollar agency within the state government. The day-to-day operation is managed by a commissioner. The commissioner has a tremendous responsibility on his shoulders. The commissioner and his staff are responsible for direct services to 823,000 veterans, not including military retirees and spouses. He has an operating budget of \$43 million and 612 employees. The commissioner is ultimately responsible for veterans benefits, the veterans cemeteries system, the veterans care centers, the Virginia Wounded Warrior Program, State Approving Authority for veterans education, internal human resources issues, press releases, contracts, and the list continues. The commissioner and his senior staff are also responsible for the enforcement of the USERRA and HIPPA laws. We are living in a litigation society; therefore, it is a disservice to not have a permanent staff legal adviser assigned to DVS. The time is now to have a permanent jurist on the DVS Staff.

DVS is a complex statewide agency. The DVS Commissioner and his senior staff must have quick, accurate, and decisive legal answers whenever matters of legal action arise. It is a disservice for DVS to have a part-time jurist. How is this proposal related to EO-29? A full time jurist assigned to the Department of Veterans Services will give the Commissioner of Veterans Services the leverage that he needs to keep veterans issues moving forward, rather than play the “wait game” because of the lack of prompt legal reviews as result of other state government clients taking precedence. Yes, Virginia can become and will be the most veterans’ friendly state in the nation if we continue to work smarter, and assigning a permanent jurist to DVS will be “good business practice.” In the end, while other state may become stagnated until legal opinions are rendered; Virginia will be moving forward to solidify our passion for providing quality services to our veterans and their families.

DVS is a well managed and organized state government entity. We don’t want the Commissioner and his staff to have to deal with legal issues themselves. The right permanent assigned jurist to DVS will be a great asset to the Team.

RECOMMENDATION:

First, a meeting should be held between the Attorney General, Secretary of Veterans Affairs and Homeland Secretary, DVS Commissioner, DVS Chief of Staff, and the DVS Human Resources Manager. At this meeting, a determination must be rendered whether it makes good sense to make this proposal a reality. If all parties involved agree to proceed with this proposal, an MOU should be drafted making the selected jurist permanently reassigned from the AG office to DVS. Who is

responsible for paying the jurist? All of that will be spelled out in the MOU.

The Commissioner of Veterans Services should have complete authority for selecting the jurist he or she believes has unquestionable character and legal acumen. The selectee must be an asset, not someone who is lacking the military and veterans' customs and cultures.

The Board of Veterans Services unanimously supports the permanent reassignment of a jurist from the Office of the Attorney General to the Department of Veterans Services.

POSITION PAPER
IMPLEMENTING A DVS TELE-VET SYSTEM
&
CONNECTING WITH THE SOCIAL MEDIA WORLD

OBJECTIVE:

To improve services to Virginia veterans by implementing a Tele-Vet 24/7 System and adding more social media to DVS web site

BACKGROUND:

IRS has a taxpayer help line whereby taxpayers can receive up-to-date information regarding tax laws affecting income tax filing procedures. This self help system is called IRS Tele-Tax. This system offers approximately 150 prerecorded messages about a variety of tax matters and issues. Users can learn about various tax topics just by using a touch-tone telephone. Upon calling the toll free telephone number, the users will be given clear instructions for selecting which topic that may be of interest to them. Each topic coincides with a three digit number. Once the three digits are inputted, the user will receive information about that topic.

DVS has implemented many types of public announcements to connect with veterans. They have hosted town hall meetings, published articles, participated in community outreach programs, etc. DVS has been quite proactive for trying to get the word out to veterans about all resources that are available to them. DVS web site has a table of contents containing 27 main topics and 407 sub-topics. A veteran using a computer, smart phone and I Phone can peruse DVS's site and gain a wealth of knowledge.

DISCUSSION:

The DVS Tele-Vet concept will be a great idea to reach Virginia's veterans without a computer. A veteran or any user can learn all about the 407 sub topics under the table of contents just by using a touch-tone telephone. DVS should hire a contractor that can design a Tele-Vet software program that will offer our veterans with all of the information under the resources listing at www.dvs.virginia.gov. The DVS Tele-Vet system should mirror the IRS Tele-Tax system. Once the software is completed in accordance with DVS specifications, a part time DVS employee should be hired to keep the system up to date with current information.

DVS should also explore opportunities to connect with the entire social media world. The most popular social media services are Face book, Twitter, LinkedIn, YouTube, and Podcasts. The social media world has taken off like a rocket and more people are signing up for the various services each day. For example, Face book has 900 million active users. Twitter has more than 140 million users. LinkedIn has more than 150 users. DVS Twitter account has 184 followers. This is quite low and we need to do better. The best course of action is giving our veterans more options, not just a Twitter account.

The Governor is quite serious about making Virginia the friendliest veteran state in the nation. We are moving in the right direction because the task is momentum. The cost for hiring, researching, developing, implementing and maintaining a DVS Tele-Vet and social media systems should not be an issue if we want to be the #1 state.

RECOMMENDATION:

I recommend that \$150,000.00 be budgeted for the initiative researching, development, and implementation of the DVS Tele-Vet system. Request for Proposals (RFP) should be drafted as soon as practical to get this project off of the ground and start moving in the right direction.

I recommend that \$50,000 be budgeted for establishing a Face book, LinkedIn, You Tube and Podcasts

accounts. DVS should hire a part-time person that is totally responsible for keeping the sites current with veterans' related information. I recommend that \$20,000.00 be budgeted for the hourly employees.

I recommend that \$25,000.00 be budgeted every year thereafter to ensure that the systems are properly maintained by part time persons responsible for ensuring that the data is accurate and timely posted on the various social media sites.

POSITION PAPER
ESTABLISHING A DVS-LEGISLATORS-VOLUNTEERS SERVICE OFFICERS
PARTNERSHIP

OBJECTIVE: To improve services to Virginia veterans by partnering volunteer veterans service officers with Virginia legislators and DVS.

BACKGROUND:

There are 823,000 veterans residing in this Commonwealth. More service members will be added to the roster as they leave active duty and become veterans. Unlike previous conflicts, today war fighters are filing VA claims at an alarming rate. Some are filing VA claims while still on active duty. They are also encouraged to file a VA claim while out processing from Iraq and Afghanistan. Last year, legislation was passed to hire more veterans claim officers to ensure that there is one claim representative for every 23,000 veterans living in Virginia. Even with the new legislation, the filing of claims is still exceeding DVS Benefit Services manpower. According to VA, in the past four years, claims have increased from 888,000 in 2008 to 1.3 million in 2011.

The Virginia Department of Veterans Services Benefits Section includes 20 field offices, a director, 3-managers, 2-claim examiners, 28 claims representatives and administrative support personnel. It is predicted that Virginia will be rank fourth for highest veteran's population within the next five years. Currently, every 10th Virginian is a veteran of military service. There are claim representatives assigned to the VFW, DAV, American Legion and National Veterans Organization of America and other organizations that are capable of filing VA claims.

DISCUSSION:

VA claims continues to increase in Virginia. Even though DVS has a dedicated staff of claims representatives, they are overworked. Fortunately for DVS, there are other claim representatives that are filing VA claims. These are nationally known veteran service representatives such as the VFW, DAV, American Legion, and the National Veterans Organization of America. DVS claim representatives are paid. VFW, DAV, American Legion, NVOA are volunteers. They do not get paid for filing VA claims. The volunteers are accredited by the Veterans Administration to develop and file claims for compensation, pension benefits and other federal VA entitlements.

All members of the General Assembly should be made fully aware of the volunteer services that may be available in their area for constituents desiring to file a VA claim. Establishing a partnership between our legislators, DVS Benefit Section and volunteer veteran service representatives will be a win-win for our veterans living in Virginia. This initiative will also lift the "workload" burden off of DVS full time veteran service representatives. There may be high probabilities that VFW, DAV, American Legion, NVOA claim representatives may be living in the same township that DVS representatives have set up field offices or itinerant service locations.

The initiative is not to take anything away from DVS claim representatives. It is the hope that this initiative will offer more veterans more opportunities to file VA claim more expeditiously. DVS can also spread the word that when they are not available, veterans can use the services of the volunteers, even at the same sites that are used by the DVS Service Officers. It is called partnership.

RECOMMENDATION:

A summit, chaired by the DVS Benefit Manager, BVS Benefits Committee Chair, and one claim representative from DAV, VFW, American Legion, NVOA and other claim representatives should be

established for a day of discussion for determining options for implementing and coordinating this initiative.

The results of the summit will be shared with BVS five legislators to get them to buy into the concept. Our legislators will share the partnership format with their colleagues of the General Assembly. It is hope that all 140 legislators will support whatever recommendations are listed from the summit.

In the end, we will better serve our Virginia veterans and their families under the auspices of EO-29.